December 16, 1996

Ms. Mary McCombs
Sheetz, Inc.
5700 Sixth Avenue
Altoona, PA 16602

Dear Mary:

Each year we at R. J. Reynolds endeavor to introduce something new and creative to address at our annual sales meetings. This year your presentation to our Retail Representatives and Management was, by far, the most productive single presentation I have experienced in many years. The interaction by both Representatives and Management and the opportunities that we discussed will decidedly insure that Sheetz and R. J. Reynolds accomplish their 1997 objectives.

Following your presentation I was privy to numerous positive comments from those who attended. There was one comment in particular that I believe will give you insight to the reactions by both experienced representatives and a representative who has less than six months "I don't have any Sheetz stores, but I want some."

Thanks again for reworking your schedule, attending and presenting at the R. J. Reynolds Pittsburgh Regional Sales Meeting.

Best regards,

J. M. Piscitelli
Account Executive

cc: Stanton Sheetz
Louie Sheetz
Dave Hazelet
D. L. Wilmesher
P. E. Schmidt
M. D. McGovern

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